

## Annual Review 2016 - 2017

A review of the work undertaken by Hull CVS including Meeting New Horizons and Rainbow Nursery



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## Our Mission

The role of Hull CVS is to support the sustainable development of voluntary and community groups and volunteering in order to promote justice, equality and improved quality of life

Working in partnership, Hull CVS:

- Brings organisations together to share information and good practice, enabling the sector to work more effectively
- Promotes the value of the sector and of volunteering
- Supports the development of new groups and organisations
- Provides services which help established organisations and groups to do their work to maximum effect
- Is actively involved in enabling community and voluntary groups and organisations to have a voice in issues of common concern.

## Chair's Message

This last year has seen a period of consolidation following a number of difficult years resulting from substantial cuts to local government funding. There continues to be no funding from local or central government to provide infrastructure support to our sector, and this is not expected to change any time in the future. If these funding circumstances do change, we will embrace them, however our sustainability plan is now firmly rooted in exploring alternative and innovative approaches to generate funds to enable us to continue delivering support to the local voluntary and community sector.

We have developed a strong and growing offer of free or low cost services available to the voluntary sector, including payroll, room hire and office rental, and we are exploring how we can expand this offer further. Our two trading companies, Meeting New Horizons CIC and Rainbow Nursery (Hull) Ltd, are now also beginning to go from strength to strength, delivering activities in other areas of public service delivery, which enables them to then make valued donations to Hull CVS.

Our primary objective of providing support and services that are of benefit to the local voluntary and community sector is stronger than ever. In the coming months we are keen to utilise our learning from taking a more diversified approach to income generation, and sharing this for the benefit of wider third sector organisations.

I would, as ever, like to thank my fellow trustees for giving so generously of their skills and time in addition to the members of staff of Hull CVS, Meeting New Horizons and Rainbow Nursery for their continued hard work and positivity they bring.

**Michael Hills**

# Volunteering

## The Volunteer Centre

The Hull CVS Volunteer Centre is the only accredited Volunteer Centre in Hull. The National Council for Voluntary Organisations, Volunteer Centre Quality Accreditation kite mark provides assurance to commissioners and funders, the public and organisations working with volunteers, that the Volunteer Centre provides high quality and effective services. In addition, the Volunteer Centre holds an Investing in Volunteers Award which is the UK quality standard for good practice in volunteer management.

The Volunteer Centre is open from 9.00 am to 5.00 pm Monday to Friday providing general advice and support and computer access for anyone interested in volunteering and to organisations wanting to provide volunteering opportunities. The Centre also offers access to the 'Do It' National Volunteers Website where volunteering opportunities in Hull are advertised.

**2454**  
volunteering  
opportunities



In addition, people wanting to secure a volunteering placement can book an appointment with a Volunteer Advisor between 11.00am and 2.00pm Tuesdays and Thursdays to explore their needs and match them to potential volunteering opportunities.

The Volunteer Centre provides a range of other services to support individuals and organisations wishing to either become a volunteer or offer volunteer placements. Services include:

- Talks and presentations about the benefits of volunteering, good practice, training, and managing volunteers.
- Volunteering events to recruit both organisations to offer volunteering opportunities and volunteers to fill places.

- Volunteer Management Training ensuring that organisations using volunteers operate within the Volunteer Centre Quality Accreditation Kite Mark. Training includes recruitment and selection, volunteer induction programmes, support, supervision, and sustaining volunteers.
- Advertising volunteer roles on the national volunteering Do-It website and promoting them in the drop in centre.
- Organisation Health Checks to ensure organisations wanting to recruit volunteers have all appropriate and up to date insurance and policies and procedures in place, providing advice and guidance, policy and procedure templates and information fact sheet where any gaps are identified.

All services and support are currently provided free of charge.

**“I would like to mention that I thought Bharti was extremely kind and sincere with her approach to helping me.”**

Volunteer



**Volunteer Centre**  
Hull

## Performance

In the past twelve months The Volunteer Centre has worked with 131 local organisations to develop policies, procedures and good practice guidance, and to advertise, recruit and support 2454 volunteer roles. In addition it has furnished 822 local people with advice and support to volunteer; and matched them with volunteer-involving organisations through a range of communications including telephone and email support and 1-2-1 appointments. Volunteers have then accessed 446 volunteer opportunities across Hull. Furthermore, four volunteers have been fully trained and supported to work in the Volunteer Centre supporting other potential volunteers and organisations whilst developing their own skills and knowledge in the process.

# 822

local people  
given advice & support

## SWITCH

In June 2016, Hull CVS commenced delivery of Support with Interventions to Counter Homelessness (S.W.I.T.C.H), which is a four year project funded by the Big Lottery.

Delivered across Hull, a team of staff and volunteers offer a one-to-one mentoring service to support individuals recognised as homeless, living in hostels, sofa surfers and individuals struggling to manage and maintain the property they are in. This project is unique in the Hull area, as it is the only project to provide a mentoring service directly to the homeless and people at risk of homelessness.

Individuals are matched with a Volunteer Mentor, to support and enable individuals to independently engage with and work towards goals to gain independence in their community. The support offered is extra support on top of the services working in Hull to combat existing homelessness. Goal setting, confidence building, assisting with tasks such as housing applications, attending appointments and battling isolation are a few of the tasks our Volunteer Mentors provide to support Mentees.

**23** volunteer  
mentors trained

**75**

referrals to the  
service

### Performance

In its first 10 months of delivery, the SWITCH team have successfully promoted the project across the city to both service users and partners, and referral pathways are in place with all relevant agencies. Fortnightly drops in are held at two local hostels and weekly youth drop in sessions are also held. A total of 75 service users have been referred to the service, with 54 individuals being in receipt of ongoing support. The project has also attracted a lot of interest from people expressing an interest in becoming Volunteer Mentors. 89 expressions of interest have been received, with a total of 23 individuals to date completing the Volunteer Mentor training programme, and are now providing active mentorship to service users.

**switch**

## Support Services

### Payroll Services

Small organisations and local charities have access to a professional and cost effective payroll service that includes all aspects of payroll, tax and national insurance contributions. Over the past 12 months, Hull CVS have provided a monthly payroll service for 176 local employees working for 35 small organisations across the city.

### Direct Payment Payroll Service

Direct Payments are cash payments given to service users in lieu of community care services they or their children have been assessed as needing. This is intended to give service users greater choice in their care. Direct Payments transfers responsibility on to recipients to decide how their needs are met, either by employing people, often known as personal assistants, or by commissioning services for themselves.

The employment of paid staff via a Direct Payment can be complex in terms of payments and changes in regulations and rates imposed by HM Revenue & Customs.

Hull CVS Direct Payment Payroll Service process the payroll for Service Users who employ Personal Assistants. We calculate payments for staff, including PAYE, National Insurance and other statutory payments such as Statutory Sick Pay, Statutory Maternity Pay and Statutory Paternity Pay. We are also currently in the process of enrolling eligible employees into Workplace Pensions in line with the Pensions Regulator guidelines. We produce employee's pay slips and summary sheets for the employer showing all payments due, including payments to HMRC and NEST.

### Performance

Over the past 12 months Hull CVS Direct Payment Payroll Service has serviced over 623 clients, employing 1079 personal assistants.

**“Spin Off Productions is a small charitable organisation providing education through theatre. The organisation has used Hull CVS’s Payroll Service for many years. The service has always been very responsive to the organisation’s needs and is of excellent value.”**

Honor Pallant - Artistic Director

## Training

Having listened to our members and undertaken healthchecks with voluntary groups we have focused our training around funding and volunteering, and in particular topics such as Volunteer Management, Bid Writing and Meet the Funder events.

Over the last 12 months we have supported 21 organisations with putting funding bids together, 8 organisations with volunteer management training and a further 8 groups have met with the Big Lottery and received one to one support with their applications.

## Office Space and Accommodation

Hull CVS continues to provide a variety of affordable office space on short or long term lease to charities and voluntary groups across the area. The two centres, the Strand on Beverley Road and Centre 88 on Anlaby Road provide flexible, serviced and diverse office space which includes complete office suites, designated desk space and hot desk facilities that can be tailored to individuals or group's needs.



**“The Strand is great for running training sessions. The rooms are well equipped and there is plenty of space. Moreover, the close proximity to the centre of town is great for trainees coming from further away. Overall a seamless experience.”**

Get Licenced - Training Provider

Over the last 12 months we have seen an increase in occupancy levels at both buildings with the addition of new tenants at both venues as well as the expansion and growth of existing tenants requiring further office space. These include Dyslexia Sparks, The Little Hull Training Company and Southgate Training and additional space for Catch 22 and the Refugee Council. We are also in negotiations with further new tenants at both locations.

## Training, Conference and Meeting Room Facilities

We have seen an increase in the use of our meeting rooms over the last 12 months which has led to the decision to create two additional meeting spaces (one at each building). We now have a total of seven training suites and meeting rooms available during the day or on an evening, as well as interview rooms also available for hire at both venues.

# Funding and Grants

## Grant Giving

Hull CVS provides funding advice and guidance across the city to help small organisations and charities increase their knowledge, skills and access to trust and foundation grant funding. To ensure that organisations have the skills in place to manage funding and report effectively, Hull CVS offers charities free 'health checks' and training to ensure that they are fit for purpose. Training includes:

- Health and safety
- Fire safety
- Food hygiene
- First aid
- Governance

In addition, over the past 12 months third sector organisations have been provided with opportunities to meet the funders' and access one to one advice and guidance to identify their development and training needs.



Donations from Hull and East Riding Charitable Trust and the Sir James Reckitt Charity enable Hull CVS to distribute small grants of up to £500 through the Bransholme Trust and up to £200 through Starter Grants to new and small charitable organisations in Hull.

These awards although small have a significant impact on the groups receiving them and the community they serve.

### Performance

In the 12 month period ending March 2017, The Bransholme Trust received 16 grant applications and approved 14, distributing a total of £6872 with an average grant of £491. The Starter Grant received 6 grant applications and approved 4, distributing £600 with an average grant size of £150.

**£7,472**  
in grants awarded  
to local groups

## Information and Communication

Hull CVS provides information and advice on a range of subjects including constitutions, fundraising, planning and management of voluntary organisations.

### Database and Electronic Communications

We maintain a database of contacts which include our members list. At the end of the financial year the charity had 623 voluntary and community sector organisations on its database, of which 111 were members of Hull CVS. Contacts are kept up to date with information via quarterly emails covering news and events, and funding and governance issues.

The news and events e-news is delivered to over 1,254 subscribers.

### Website

The Hull CVS website in March 2017 had 2,111 unique visitors and during the last 12 months the site had 27,522 visits and 55,003 page views. The range of information, news and events on the website is continually being added to.

Hull CVS also has a Twitter site with over 2,128 followers.

### Information Factsheets

We continue to provide a range of factsheets covering governance and funding advice, together with sources of funding from local charitable trusts.

**1,254**  
e-news  
subscribers



## Healthwatch Kingston upon Hull

The focus for Healthwatch Kingston upon Hull during 2016/17 has been on increasing its traditional and digital media presence to get the Healthwatch message out widely to the people of Hull; as well as ensuring that all of statutory functions are being met. To support this, 2016/17 has seen a restructure and expansion of the staff team, bringing in a greater range of skills to ensure the most effective delivery of Healthwatch Kingston upon Hull.

In the last year Healthwatch Kingston upon Hull has also become part of intelligence-sharing groups across both the NHS and local authority. These groups are made up of representatives from various organisations including NHS Hull CCG, Hull City Council, Care Quality Commission, Adult Safeguarding and provider representatives. In being part of this forum has provided Healthwatch with the opportunity to share soft intelligence and ensure that themes across the sector are noted and can be interrogated further if appropriate.

Healthwatch are also an active member of the Hull & East Yorkshire Hospitals Patients' Experience Group, which consists of representatives from each of the hospitals as well as patient representatives. The work of Healthwatch is discussed in this forum with information being shared and patients given a chance to share their views.

## Performance

Part of our role as Healthwatch is to conduct investigations and produce reports into various aspects of health and social care services in the local area. These reports are used to highlight areas of good practice within services, and to make recommendations for improvements based upon the findings. This year our reports have tackled issues relating to recreational activities in residential homes and, patients' experiences of hospital discharge.

Further key highlights from the year have included:

- Delivery of 5 roadshow events, whereby 588 people were spoken to on the streets of Hull.
- Carried out 14 enter and view visits to health and social care premises.
- Engaging with 5,221 people at outreach and community engagement sessions.
- 28 local media appearances.
- Receipt of 282 responses to Healthwatch surveys.

**5,221**  
people engaged  
with at outreach  
events

# Voice and Influence

## Healthwatch



Healthwatch was established in April 2013 to act as the consumer champion for health and social care in England and to capture and represent the voice of the public in relation to health and social care. There are 152 local Healthwatch organisations in England each embedded in its local community working in partnership with other local organisations. Each Healthwatch is commissioned at a Local Authority level and therefore each Healthwatch operates individually to different specifications and budgets; some have lots of staff and volunteers whilst others have very small teams.

Healthwatch aims to:

- Listen to the public's experiences, good and bad of local health and care services, collating intelligence and feeding this into statutory agencies, authorities and commissioners.
- Provide information and signposting about health and care services.

Healthwatch voices people's concerns and provides feedback to service providers and commissioners. Through local engagement they collect vital data on how and why people use services in their area. Its place on the Health and Wellbeing Board means local Healthwatch can represent the voice of people in decision making. Local Healthwatch directly supports people in their community by giving them information or signposting them to the local services they need.

Hull CVS and its subsidiary Meeting New Horizons manage three Healthwatch contracts in Hull, East Riding of Yorkshire and North Lincolnshire.

**“Hull and East Yorkshire Hospitals NHS Trust continue to encourage and maintain a strong working relationship with Healthwatch Kingston upon Hull. Healthwatch have regular access to the patient experience hub for outreach & information sessions. We have worked with them to support the Enter & View visits which have been successful in obtaining real-time data and patient experiences”**

Louise Beedle, Clinical Lead for Patient Experience, Hull and East Yorkshire Hospitals NHS Trust.

## Healthwatch North Lincolnshire

During 2016/17, our strategic priorities in North Lincolnshire have focussed on strengthening and supporting the development of Patient Participation Groups and improving the accessibility of services in primary care, such as availability of GP appointments. We have also continued to monitor the quality of services at Northern Lincolnshire and Goole Hospitals NHS Foundation Trust and carried out visits to residential care homes to look at services provided for older and vulnerable people. Furthermore we have continued to provide information to help people get the best from health and social care in North Lincolnshire.

Healthwatch gathers and uses the views of local people to help challenge providers and commissioners of care to bring about improved services. Each year we review our priorities to ensure they reflect the views and experiences of the people in North Lincolnshire. We do this by looking back at what people have told us over the last year and we carry out surveys so we can be sure that we are looking at the right areas in our work plan.

### Performance

Northern Lincolnshire and Goole Hospitals NHS Foundation Trust have taken on board our recommendations regarding meeting patient's nutritional needs. During a

visit in 2014, some patients told us that they hadn't been asked about dietary requirements and others said they would like a wider variety of meal options to suit different tastes such as traditional puddings for older patients.

We asked about the food when we re-visited the hospital wards in 2016 and we were pleased to hear patients had lots of positive things to tell us.

One patient and their relative said that catering staff had visited them on the ward and compiled a shopping list so they could prepare food to suit their needs. The patient and relative were strictly vegetarian and told Healthwatch that they were moved by the efforts catering staff made to get it right for them.

**Healthwatch alerted commissioners to concerns raised by care professionals who said there had been difficulties arranging home care support for patients discharged from at short notice. North Lincolnshire Council has now changed the rota so that it no longer lists all care providers but only those scheduled to provide unplanned care.**

Making a difference to social care

## Healthwatch East Riding of Yorkshire

Healthwatch East Riding of Yorkshire works to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow, Healthwatch East Riding of Yorkshire is all about local voices being able to influence the delivery and design of local services. Not just people who use them now, but anyone who might need to in the future.

The last twelve months provided an opportunity for Healthwatch East Riding of Yorkshire to continue to provide a community led innovative service. The public voice is at the forefront of everything Healthwatch East Riding do and that public voice contributed to a large number of investigations such as the Discharge process from hospital and mental health service provision across the East Riding.

Healthwatch East Riding also worked on revamping our already productive Enter & View process. Working with local providers of residential and domiciliary care we carried out a series of Enter & View visits which allowed us to gather information and identify themes and trends. Healthwatch East Riding then produced a residential care report which highlighted this information and provided a recommendation to the service providers.

Locally Healthwatch East Riding continue to place themselves in a position of strength and influence through relationship building and presenting the public voice in the most straight forward way possible. The ability to put forward the voice of the public has made Healthwatch East Riding a valued participant within the local Health and Social Care landscape.

### Performance

As a result of our overall activity and strategic working over the last year Healthwatch East Riding of Yorkshire has:

- Reached over 3000 people individually through social media.
- Spoken to over 5000 people in the community.
- Improved the opportunities available to volunteers, increasing volunteer output dramatically.
- Made over 30 recommendations to health and social care providers and commissioners on how they could improve the services they offer.
- Visited 50 local services.
- Carried out 27 Enter & View Visits.
- Produced reports on a wide range of topics including Residential Care and Drugs & Alcohol.

over  
**5,000**  
people spoken to  
about health and social care

# Meeting New Horizons (MNH)

Meeting New Horizons CIC was originally set up to enable the Charity to deliver outside of its charitable aims. The company changed its name from 'Hull Community Services CIC' to enable it to bid for contracts outside of Hull; the company now delivers a range of projects across Yorkshire and the Humber.

The company is wholly owned by Hull CVS and its board of directors is composed of existing employees and trustees of Hull CVS.

## The Work Programme

The Work Programme is part of a major welfare reform programme launched throughout Great Britain in 2011. MNH began delivering the programme across Hull and the East Riding in June of that year.

The Work Programme targets people in receipt of Jobseekers Allowance (JSA) or Employment and Support Allowance (ESA) after they have been out of work for some time and aims to increase the number of people in employment, reduce the time that people spend on benefits and provide additional support to harder to help groups.

Jobcentre Plus identify and refer people to the programme who then have access to a range of services and support including:

- Monthly one to one meetings to identify barriers to employment
- Employability screening to identify barriers to employment
- Employment advice and guidance to overcome barriers
- Help with preparing or updating a CV
- Identifying task and goals to take them closer to employment
- Interview practice
- Referrals to employment training courses
- Help with buying interview clothing
- Job search support

Support is flexible, creative and individually designed around clients' needs with the aim of helping people secure and remain in employment long term.

In addition to the standard Work Programme, Meeting New Horizons is the specialist provider across Yorkshire and Humberside for people with hearing loss who need additional intensive support.

## Performance

The programme came to an end at the beginning of 2017. 876 people have accessed the programme, a third of these secured employment and of these, almost 200 remained in employment long term.

## Macmillan Benefits Advice and Advocacy Service

The Macmillan Benefits Advice and Advocacy Service provides a one stop support service for people affected by cancer, including family and carers. The service supports people from the point of diagnosis through treatment and onwards, and offers access to independent advice and information including benefit entitlement, advocacy and support at benefit tribunals, and access to Macmillan and other charity grants.

A team of advisers, supported by volunteers, visit clients at home to undertake a full holistic needs assessment and to develop an individual support plan which includes access to services, providing aids and adaptations to the home environment, access to counselling, and other local support.

The service also provides access and referrals to a network of quality assured third sector organisations who are able to offer help and support to people living with and beyond cancer.

**333**

families supported

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

In partnership with Rotherham, Doncaster and South Humber NHS Foundation Trust and Public Health Doncaster the service also works to raise cancer awareness throughout the community.

The service is available to anyone affected by cancer living in Doncaster.

### Performance

Over the last 12 months, the Macmillan Benefits Advice and Advocacy Service has provided advice, assistance and support to 333 families affected by cancer and helped people with cancer secure:

- Over £108,987 in state benefits.
- £49,843 from Macmillan grants.
- £35,328 of funding from other charitable organisations.
- £10,585 of debt write-offs.

## Volunteer Family Support Service (VFSS)

Commissioned by North Lincolnshire Council, Meeting New Horizons has been delivering the Volunteer Family Support Service across North Lincolnshire since June 2012. The project offers a variety of support to parents with children aged between 0-11, and is delivered by a mix of project workers and volunteers.

The aim is two-fold; primarily to enable parents to effectively support their child's development needs and build the strength and sustainability of the family unit. To achieve this the personal skill set and confidence of the parent is built upon, enabling and inspiring them to volunteer, return to employment or education.

The service gives families access to preventative short term support, providing a step down strategy from targeted Local Authority or NHS support. Volunteer Befrienders meet with families over a period of 12 weeks, supporting them by offering friendship, practical assistance and guidance and preparing the families to be more independent by using a range of community based services and offering advice and guidance to families according to specific need.

**70** new referrals

Regular coffee mornings for parents are being held in Barton upon Humber, Scunthorpe and the Isle of Axholme providing ongoing support by reducing isolation and encouraging engagement with activities and services in their area.

### **Performance**

The service has received 70 new referrals in the last 12 months and of these 62 have accessed support and services. Seven new volunteers have been fully trained and are actively supporting families.

Five volunteers, after gaining significant skills and increased confidence levels have left the project; three have secured employment and two have returned to education. Regular recruitment drives have encouraged more volunteers and parents who have accessed the programme to become volunteers to support other families.

# Rainbow Nursery

In August 2012, Hull CVS acquired 'Rainbow Nursery' which prior to acquisition, was part of an unincorporated undertaking consisting of three nurseries. A limited company called Rainbow Nursery (Hull) Limited was set up for the acquisition, which is a wholly owned subsidiary of Hull CVS.

The nursery has 27 members of staff and provides day care for children aged 3 months to 5 years of age. The Nursery follows the government's 'Early Years Foundation Stage' framework with its 6 areas of learning, and we are able to support children with special educational needs and/or disabilities, and those who speak English as an additional language.

Rainbow Nursery uses a Key worker system which means that each member of staff has a group of children for whom she/he is particularly responsible for. Key workers will be the person who works alongside parents to make sure that what the nursery provides is suitable for each child's particular needs and interests. Key workers also undertake detailed on-going observation and assessment to provide a clear insight each child's progress and achievements.

We know how important it is to keep parents up to date with developments at our nursery, and so regular information is communicated through our monthly newsletter and website as well as notice board announcements and daily key-worker contact.

Rainbow Nursery has received a 'Good' OFSTED rating.



# hullcvs

community and voluntary services

## Our Funders

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

Hull & East Riding  
Charitable Trust



**LOTTERY FUNDED**



Project Part-Financed  
by the European Union

European Regional  
Development Fund



The future of public services



EAST RIDING  
OF YORKSHIRE COUNCIL

Northern Lincolnshire and Goole Hospitals **NHS**  
NHS Foundation Trust

**VF** volunteering fund  
health & social care

**NORTH  
LINCOLNSHIRE  
COUNCIL**  
www.northlincs.gov.uk



The Sir James  
**RECKITT**  
Charity



**Hull**  
City Council

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**FUNDRAISING  
REGULATOR**

